



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Liquor Management Analyst

Job Code Title

Management Analyst

Pay Band

7

Job Code Number

131817

Liquor Control Division

Administrative Team

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state agency liquor stores and administers the laws governing the sale, taxation, and licensing of alcoholic beverages and tobacco products; returns unclaimed property to its rightful owners; and determines how state taxes and liquor and tobacco laws apply to Indian Tribes and tribal members in Indian Country.

The Liquor Control Division administers the state's Alcoholic Beverage Code, which governs the control, sale, and distribution of alcoholic beverages. The division provides customer service with a focus on public safety to ensure a safe, orderly, and regulated system for the convenient distribution and responsible consumption of alcoholic beverages. The Liquor Control Division includes the Administrative Team, Liquor Distribution Bureau, and Liquor Licensing Bureau. The Administrative Team oversees the daily management of the division. This group of staff consists of the administrator, management officer, management analyst and division support staff.

Job Responsibilities

The Liquor Management Analyst provides leadership and direction for division research; analysis; and project management. The incumbent plans and implements division projects and programs to meet the needs, goals, and objectives of the division and department; provides technical assistance to internal and external stakeholders; and oversees facility related upkeep. The position reports to the division administrator.

• Program and Policy Development 40%

1. Develops quality assurance programs and policies to ensure consistency, adherence to established standards and procedures, and the attainment of organizational goals and objectives. Performs needs analyses of targeted programs or projects; formulates recommendations and programmatic changes; and presents findings to division leadership.
2. Evaluates the effectiveness of division program activities and policies to ensure that goals are being attained and resources are being used effectively. Recommends and implements program modifications or necessary program realignments to ensure goals are realized. Benchmarks accomplishments against other state and national projects.
3. Develops operational policies and long range strategic goals and objectives for division programs. Designs and implements organizational changes to ensure the efficient development and operation of all program functions.
4. Conducts research, data collection, and data analysis to develop reports, policy papers, and recommendations regarding division operations. Determines how to measure efforts and develops recommendations for the Division Administrator, Deputy Director, Director, Governor's Office, and Legislature.

5. Develops, updates, and implements administrative rules as required by the Montana Administrative Procedures Act (MAPA) to reflect changes in legislation and legislative intent. Develops, updates, and implements internal procedures necessary to ensure the department meets its statutory responsibilities.
 6. Develops and helps implement division policies and procedures to ensure effective and consistent service and operation.
 7. Reviews proposed law changes during the legislative session. Determines possible effects of proposed changes and coordinates the division's response with other staff.
 8. Troubleshoots discrepancies or areas of concern within the division and works with division's leadership to implement beneficial solutions.
 9. Administers current contracts with specific vendors to ensure business needs are being met. This includes the vendor that prints the quarterly price book; the vendor that delivers liquor cases to the agency stores; and any other contracts affecting the division.
- **Project Management 40%**
 1. Works extensively with division and department leadership on assigned projects. As the project liaison for internal and external customers, prepares and presents project updates; provides regular project status reports, including schedules, costs and issues; estimates cost and time requirements of work; and monitors project outcomes and quality assurance activities.
 2. Develops and conducts special studies and projects related to division projects and programs. Determines if substantive programmatic changes are needed. Documents, tracks, and resolves operational issues. Identifies tactical and strategic issues. Quantifies cost and time requirements. Arranges for allocation of resources. Implements quality assurance programs.
 3. Develops, implements, and revises project implementation plans, goals, and strategies. Presents project updates to division leadership, covering key programmatic information. Develops project status reports; schedules; resource allocation recommendations; policy, rule, and legislative recommendations; and cost and time estimates.
 4. Identifies and communicates areas of concern within the warehouse management system. Submits and prioritizes liquor-related service requests, testing, and signing off on requests to be pushed into the production environment.
 5. Reviews and critiques project documents submitted to the department. Communicates the division's needs. Ensures division staff is informed of projects and programs on a regular basis.
 6. Identifies areas to help minimize the department's effect on the environment including implementing recycling programs and other green concepts. Encourages staff to get involved. Monitors the effectiveness of the programs.
 7. Creates new programs to enhance the division. Communicates those programs to internal and external stakeholders.
 - **Safety and Facility Oversight 10%**
 1. Works in conjunction with the department's facility and safety manager to ensure the building envelope and components are properly maintained and secured.
 2. Ensures monthly and quarterly maintenance inspections are conducted for a safe and orderly work environment for staff and contractors.
 3. Acts as the liaison between the department and contractors for repairs on the facility, machines, and other building related equipment.
 4. Identifies areas of risk to ensure occupants and assets of the building are properly accounted for and secure.
 5. Participates on the Building Emergency Action Team (BEAT) as the primary liquor warehouse safety coordinator. In an emergency, this position is responsible for ensuring all staff and visitors in the building are accounted for; reporting to appropriate officials; and ensuring staff is adequately trained in different emergency situations.

- **Communication and Technical Assistance 5%**

1. Evaluates comments, complaints, and requests from internal and external stakeholders on a range of issues associated with the control of alcoholic beverages. Works with leadership to determine the significance of requests and appropriate responses.
2. Provides information in a variety of formats such as press releases, brochures, web updates, and other information.
3. Researches background information and prepare drafts or directives and memos to address stakeholder concerns and questions for signature by bureau chiefs or division administrator.

- **Other Duties 5%**

1. Performs a variety of other duties as assigned by the division administrator.

Job Requirements

To perform successfully as a management analyst, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Strong communication skills and the ability to communicate effectively and respectfully are required. It is essential that the incumbent has the ability to work independently but also as part of a team; make sound decisions and be accountable for them; generate innovative ideas; and have personal initiative. The incumbent is expected to apply critical thinking skills; be a problem solver; make decisions based on the relative costs and benefits of potential actions; resolve operational issues; elevate matters as necessary; recommend solutions; and effectively implement division changes and management directives. Incumbent is required to exercise discretion and judgment in handling confidential and sensitive information.

The position requires knowledge of the principles and practices of revenue program administration; applicable state and federal regulations, statutes, and policies; public information and education, and presentation methods and techniques. Knowledge of the concepts and theories of public administration and communication; research and analysis methodologies; budgeting; business and management principles; operational and program planning; quality assurance methods; revenue sources and market trends; applicable federal and state statutes, administrative rules and departmental policies, rules, guidelines and procedures; organizational development and analysis; customer service standards; training methods and techniques; technical writing; and effective communication strategies and techniques. The work also requires knowledge of computers and database management including state and department information systems (GenTax, SABHRS); data collection, analysis, and reporting techniques; compliance requirements and practices; customer service standards; business communications; records management; state and federal funding requirements; agency policies, procedures, and guidelines; supervisory principles and practices; department and state personnel policies, procedures, and precedents; and employment law.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in public administration, business administration, accounting, mathematics, statistics, finance, economics or closely related field and five years of job-related experience including two years of supervision and/or management.
 - Work experience should include customer relations, distribution, program planning, analysis, and/or policy development.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for

their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.

- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

This position has considerable mental stress and pressure due to supervisory issues; workload; conflicting, multiple priorities; critical projects with hard deadlines; time constraints; significance of decisions made; the challenging nature of contacts with taxpayers, elected officials, etc.; and coordination of all functions of the unit. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. Work hours may exceed 40 hours per week from time to time. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Shauna Helfert, Division Administrator Date: January 2013

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: January 2013

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____